

# Colorado Medical Assistance Program Web Portal

## PAR Status Inquiry User Guide

The Prior Authorization Request (PAR) process consists of a request for treatment and the treatment response. The Web Portal supports the inquiry on the status of any PAR that has been received into the Medicaid Management Information System (MMIS), regardless of the submission source (electronic or paper). The PAR Status Inquiry function is available from the Main Menu of the Web Portal (Figure 1).

The screenshot displays the Colorado Medical Assistance Program Web Portal interface. At the top, there is a header for the Department of Health Care Policy and Financing, including the state seal and navigation links for Related Sites, Provider Services, CHP+, CACP, Old Age Pension, HIPAA, Main, Help, and Log Out. The main content area is titled 'Welcome to the Colorado Medical Assistance Program Secure Web Portal'. On the left, a 'Trading Partner ID-' section contains a list of menu items: Frequently Asked Questions, User Profile Maintenance, BUS, SAVE System, Eligibility, Claims, PAR (highlighted), File and Report Service, Data Maintenance, Medicaid Provider Lookup, Code Set Maintenance, Administration, System Reports, System Maintenance, PORTAL MANAGER, Web Portal Training, Reset Login, and (MMIS) Provider Data Maintenance. The 'PAR' item is expanded, showing 'PAR Status Inquiry' and 'User Guide'. In the center, a 'What's New!' section contains a message about user login requirements and a note about access rights. On the right, a 'System Status Messages' section shows three status indicators and three tables for Claims, Eligibility, and PAR, each with columns for Last Week and First Week.

**Department of Health Care Policy and Financing**

Related Sites: Provider Services CHP+ CACP Old Age Pension HIPAA Main Help Log Out

**Welcome** Welcome to the Colorado Medical Assistance Program Secure Web Portal

**Trading Partner ID-**

- Frequently Asked Questions
- User Profile Maintenance
- BUS
- SAVE System
- Eligibility
- Claims
- PAR**
  - PAR Status Inquiry**
  - User Guide
- File and Report Service
- Data Maintenance
- Medicaid Provider Lookup
- Code Set Maintenance
- Administration
- System Reports
- System Maintenance
- PORTAL MANAGER
- Web Portal Training
- Reset Login
- (MMIS) Provider Data Maintenance

**What's New!**

All Colorado Medical Assistance Program Web Portal users must have their own User Name and Password. Sharing login information is prohibited. Trading Partner Administrators can create new users by selecting **Administration** → **User Maintenance** from the left-hand navigation menu. Please see the **Help** menu option, the *TPA User Guide*, and available training for more information.

Based on your access rights Training, User Guides, and Help may be available in the upper gray bar or via the menu buttons.

A Trading Partner Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

**System Status Messages**

Claims	Last Week	First Week
Dental Claims		
Professional Claims		
Institutional Claims		

Eligibility	Last Week	First Week

PAR	Last Week	First Week

**Figure 1** – The **PAR Status Inquiry** option is selected from the Main Menu of the Web Portal.

The Web Portal no longer allows the submission of PARs. Additional information on the agent authorized to perform prior authorization or peer review functions for the Colorado Medical Assistance Program can be found in **Appendix D** of the Provider Services Billing Manuals, which is located on the Department's Web site at <https://www.colorado.gov/hcpf/billing-manuals>.

## PAR Status Inquiry

The Prior Authorization Inquiry screen allows the user to inquire on any PAR that has been accepted into the MMIS (Figure 2).

The screenshot shows the 'PAR Status Inquiry' web application. At the top is a header for the 'Department of Health Care Policy and Financing' with the State of Colorado seal on the left and navigation links (Main, Help, Log Out) on the right. Below the header is a blue navigation bar with 'PAR Inquiry' and 'Error Tab'. The main content area is titled 'Prior Authorization Inquiry' and contains a section for 'Inquiry Information'. This section includes a 'PAR Type\*' dropdown menu, 'Provider ID' and 'State ID' dropdown menus, and 'Prior Authorization No.' and 'Effective Date' text input fields. A help message states: 'PAR Type and Prior Authorization number can be entered for the inquiry. If you do not know the Prior Authorization number, you will need to enter the ProviderID, StateID and the Effective Date.' At the bottom is another blue navigation bar with 'PAR Inquiry' and 'Error Tab', and a row of 'Submit', 'Cancel', and 'Reset' buttons.

**Figure 2** – Enter information into the PAR Inquiry tab and click **Submit** to process the inquiry.

To complete a PAR Status Inquiry, begin by selecting a PAR Type from the drop-down field.

If the PAR Number is known, enter the number into the **Prior Authorization No** field.

If the **Prior Authorization Number** is **not** known, enter information into the **Provider ID**, **State ID**, and **Effective Date** fields. All three fields are required in order to submit the inquiry request.

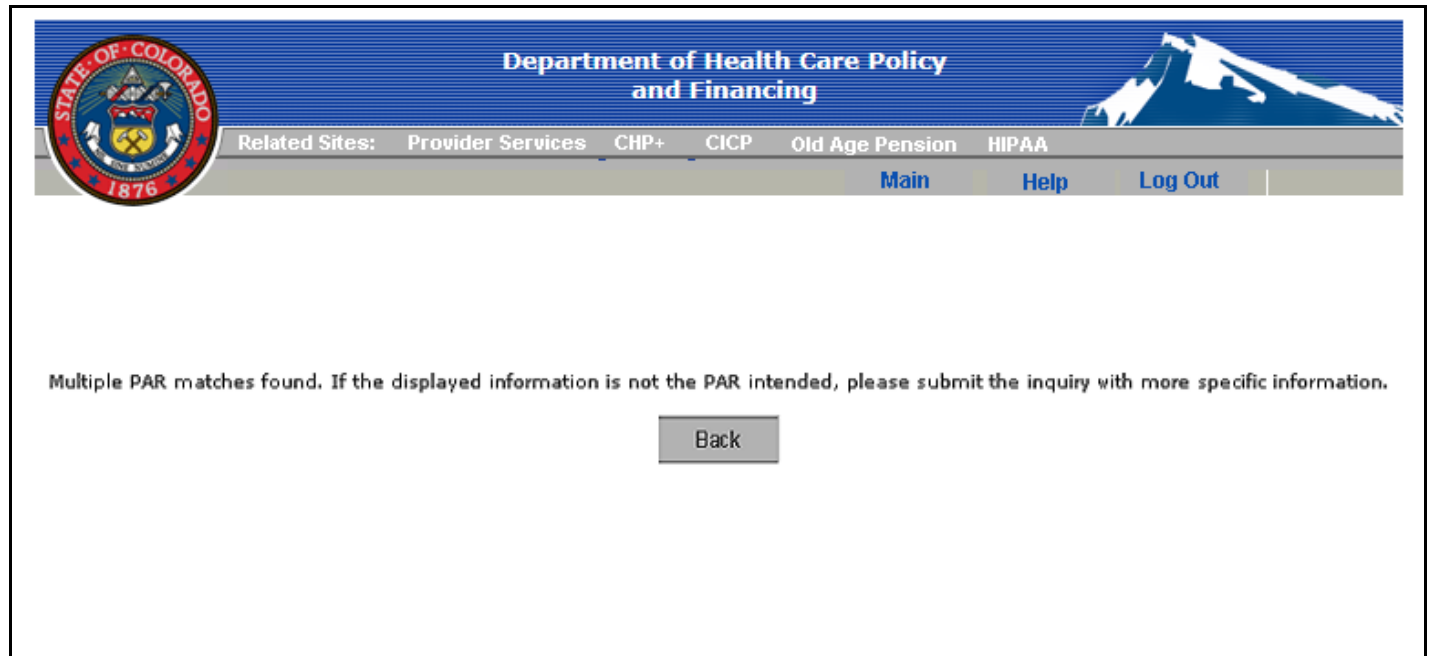
Click on the **Submit** button. A screen with the message, “*Processing your request, please wait...*,” will display while the inquiry is being processed. If submission errors are encountered, the Web Portal will open the Errors tab. Correct the errors and resubmit the inquiry. When the PAR inquiry has successfully been completed, the Web Portal will display the PAR Inquiry Response, which may be printed by clicking on the **Print** button.

An example of the Header Information tab for a Medical PAR is shown in Figure 3, below. The information displayed for a PAR Status Inquiry Response may vary depending on the type of PAR and the information that was required to be submitted with the PAR.

Header Information	Line Information	Summary	Status
<div> <div>Client Information</div> <div>PAR Type : MEDICAL</div> <div> <div>State ID:</div> <div>DOB:</div> <div>Patient Account No:</div> </div> <div> <div>Last Name:</div> <div>First Name:</div> </div> </div>			
<div> <div>PAR Submission Information</div> <div> <div>PAR ID:</div> <div>Date Last Submitted:</div> </div> </div>			
<div> <div>PAR Information</div> <div> <div> <div>Billing Provider ID:</div> <div>PCP Provider ID:</div> <div>Requesting Provider ID:</div> <div>Prior Placement:</div> <div>Hospice Room/Board:</div> <div>Diagnosis 1:</div> <div>Effective Date:</div> </div> <div> <div>Signature on File:</div> <div>Nursing Facility Resident :</div> <div>CFMC Validation Present:</div> <div>Facility Class:</div> <div>Hospice Room/Board Date:</div> <div>Diagnosis 2:</div> <div>Expiration Date:</div> </div> </div> </div>			
<div> <div>Provider Information</div> <div></div> </div>			
<div> <div>Print</div> <div>Back</div> </div>			
Header Information	Line Information	Summary	Status

**Figure 3** – Sample view of the Header Information tab for a PAR Inquiry Response that was returned on a Medical PAR.

It is possible that more than one PAR will meet the PAR Status Inquiry submission criteria when the **Prior Authorization Number** is not used in the inquiry request. The following message screen will appear should this occur (Figure 4). If this message screen is received, click the **Back** button and re-enter the PAR inquiry information along with the **Prior Authorization Number** in order to narrow down the search criteria to the correct PAR.



**Figure 4** – Example of the message screen received when there are multiple PAR matches to an inquiry.

It is also possible that no PAR matching the search criteria entered exists. The following message screen will appear should this occur (Figure 5). If this message screen is received, click the **Back** button to return to the Prior Authorization Inquiry screen. Verify the information on the PAR is accurate before attempting to enter again.

Also, please note that it may take some time between the submission of the PAR information to the authorizing agent/entity and the acceptance of the PAR into the MMIS.



**Figure 5** – Example of the message screen received when no PAR matching the inquiry can be found in the MMIS.

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